

Learning Outcomes

Describe and critically evaluate key empirical studies and theories in Organisational Psychology
<ul style="list-style-type: none"> • Job analysis • Selection • Training • Leadership • Motivation, job performance and satisfaction
Describe and critically evaluate key empirical studies and theories in Consumer Psychology
<ul style="list-style-type: none"> • The psychology of brands • Consumption and happiness • Consumer decision making • Consumer policy
Describe and critically evaluate key empirical studies and theories in Forensic Psychology
<ul style="list-style-type: none"> • Theories of crime • Treatment and assessment of offenders • Detection of deception • Eyewitness memory • Police selection, discretion, and stress • Victims of crime
Describe and critically evaluate key empirical studies and theories in Health Psychology
<ul style="list-style-type: none"> • Models of health behaviour • Health risk and health enhancing behaviours • Individual and public health interventions for behaviour change • Clinician-patient-family communication and decision-making • The management of psychological sequelae arising from illness/treatment/hospitalisation • Health inequalities and the experiences of vulnerable groups • Chronic illness and family caregivers • Important time points in the illness trajectory including diagnosis, survivorship, and end-of-life • Qualitative research



Unit Outline

PAGE	CONTENT	READINGS
4	ORGANISATIONAL PSYCHOLOGY Lecture 1: Introduction to Organisational Psychology	Chapter 3 from: Shultz, D., & Shultz, S.E. (2010). Psychology and work today (10 th ed.). New Jersey: Pearson Education, Inc
8	Lecture 2: Workplace Selection	
19	Lecture 3: Training	Chapter 7 from: Spector, P.E. (2012). Industrial and Organizational Psychology: Research and Practice (6th ed.). New York: John
24	Lecture 4: Teamwork and Leadership	Chapter 13 from: Muchinsky, P.M & Culbertson, S.S. (2016). Psychology Applied to Work: An Introduction to Industrial and Organizational Psychology (11th ed.). Thomson Wadsworth: Belmont, CA.
30	Lecture 5: Motivation, Job Performance and Satisfaction	Chapter 8 from: Riggio, R. E. (2017). Introduction to industrial-organizational psychology (7th ed.). New York : Routledge.
37	CONSUMER PSYCHOLOGY Lecture 6: Introduction to Consumer Psychology & Psychology of Brands	Stern, B. B. (2004). The importance of being Ernest: Commemorating Dichter's contribution to advertising research. Journal of Advertising Research, 44.

42	Lecture 7: Psychology of Brands II	Norton, M. I., Mochon, D., & Ariely, D. (2012). The IKEA effect: When labor leads to love". Journal of Consumer Psychology, 22, 453–460.
50	Lecture 8: Consumption and Happiness	Lee, J. C., Hall, D. L., & Wood, W. (in press). Experiential or material purchases? Social class determines purchase happiness. Psychological science.
55	Lecture 9: Consumer Decision Making	Goldsmith, K., Roux, C., & Ma, J. (2018). When seeking the best brings out the worst in consumers: Understanding the relationship between a maximizing mindset and immoral behavior. Journal of Consumer Psychology, 28(2).
62	Lecture 10: Consumer Policy	Benartzi, S., Beshears, J., Milkman, K. L., Sunstein, C. R., Thaler, R. H., Shankar, M., & Galing, S. (2017). Should governments invest more in nudging? Psychological science, 28, 1041-1055.
69	FORENSIC PSYCHOLOGY Lecture 11: Introduction to Forensic Psychology	Chapters 3 on the Psychology of Crime from: Greene, E & Heilbrun, K. (2014). Wrightsmann's Psychology and the Legal System (8 th ed.). Cengage Learning Kinder, J. (2000)
75	Lecture 12: Criminal Offenders	Chapter 16 on Crime and Punishment: 'What Works' from: Davies, G. & Beech, A. (2018). Forensic Psychology: Crime, justice, laws, interventions (3rd ed.).Glasgow: British Psychological Society Blackwell
83	Lecture 13: Lies and Detection of Deception	Chapter 4 on Detecting Deception in Legal Settings from: Nolan, M. & Goodman-Delahunty, J. (2015). Legal Psychology in Australia. Pyrmont, Thomson Reuters .
89	Lecture 14: Eyewitness Testimony	Chapter 9 on Witness Evidence from: Davies, G., Hollin, C. & Bull, R. (2008). Forensic Psychology. Chichester: John Wiley & Sons, Ltd.
98	Lecture 15: Police Psychology	Chapter 2 on Police Psychology from: Pozzulo, J., Bennell, C., & Forth, A. (2018). Forensic psychology (5th ed.). Toronto: Pearson Prentice Hall.
103	Lecture 16: Victims of Crime	Chapter 4 on Victims of Crime from: Howitt, D. (2018). Introduction to Forensic and Criminal Psychology (6th ed). Harlow: Pearson Education Ltd.
110	HEALTH PSYCHOLOGY Lecture 17: Introduction to Health Psychology, Models of Health Behaviour	Chapter 5: Predicting health behaviour. In Introduction to Health Psychology in Australia. 2e. Morrison, Bennett et al.
122	Lecture 18: Health Risk and Enhancing Behaviors	AIHW (2012) Risk factors contributing to chronic disease. http://www.aihw.gov.au/WorkArea/DownloadAsset.aspx?id=10737421546 Chapters 1 & 2
133	Lecture 19: Interventions – Individual and Public Health	Hall et al. (2012) Motivational interviewing techniques. Facilitating behaviour change in the general practice setting. Australian Family Physician. Wakefield et al. (2010) Use of mass media campaigns to change health behaviour. Lancet.
142	Lecture 20: Qualitative Research	Holloway and Todres (2003). The status of method: flexibility, consistency and coherence. Qualitative Research. Gale (2013) Using the framework method for the analysis of qualitative data in multi-disciplinary health research. BMC Medical Research Methodology
161	Lecture 21: Health Disparities and Adjustment to Illness	Australian Institute of Health and Welfare 2016. Australia's health 2016. Australia's health series no. 15. Cat. no. AUS 199. Canberra: AIHW. Final Report of the Commission on Social Determinants of Health, World Health Organisation, 2015

170	Lecture 22: Patient and Family Medical Decision Making	Hoffmann et al. (2014) Shared decision making: what do clinicians need to know and why should they bother? Medical Journal of Australia. Laidsaar-Powell et al. (2016). Family involvement in cancer treatment decision-making: A qualitative study of patient, family, and clinician attitudes and experiences. Patient Education and Counseling, 99(7)
181	Lecture 23: Clinician- Patient -Family Communication	Rodin et al (2009) Clinician–patient communication: evidence-based recommendations to guide practice in cancer. Current Oncology. Naik et al. (2012) Communicating risk to patients and the public. British Journal of General Practice
191	Lecture 24: Psychosexual Adjustment to Illness	Goldfarb S, Mulhall J, Nelson C, Kelvin J, Dickler M, Carter J. (2013) Sexual and Reproductive Health in Cancer Survivors. Seminars in Oncology. 40:726-744. Walker LM, Wassersug RJ, Robinson JW. (2015). Psychosocial perspectives on sexual recovery after prostate cancer treatment. Nature Reviews Urology 12:167–176.
203	Lecture 25: End of Life Issues and Palliative Care	Chapter 17. The Final Challenge: Death and Dying. In Life-span Human Development (2014) (8th edition). Sigelman, Carol K.
210	Lecture 26: Cancer Survivorship	Little M, Jordens CF, Paul K, Montgomery K & Philipson B. (1998). Liminality: a major category of the experience of cancer illness. Social Science & Medicine, 47: 1485-1494. Little M. Chronic illness and the experience of surviving cancer (2004). Internal Medicine Journal. 34: 201–202. Clinical Oncology Society of Australia (COSA) (2016). Model of Survivorship Care: Critical Components of Cancer Survivorship Care in Australia Position Statement.

Assessments

Quiz 1 (4%) – Organisational Psychology Quiz assesses weeks 1 – 3 DUE: WEEK 4

Quiz 2 (4%) – Consumer Psychology Quiz assesses weeks 3 – 5 DUE: WEEK 6

Quiz 3 (4%) – Forensic Psychology Quiz assesses weeks 6 – 8 DUE: WEEK 9

Quiz 4 (4%) – Health Psychology Quiz assesses weeks 9 – 10 DUE: WEEK 11

Quiz 5 (4%) – Health Psychology Quiz assesses weeks 11 – 12 DUE: WEEK 13

Essay (30%) – 2500 words including 150-word abstract DUE: WEEK 8

Exam (50%) - Multiple choice and short answer questions during exam week

ORGANISATIONAL PSYCHOLOGY

Lecture 1: Introduction to Organisational Psychology

Learning Outcomes

- At the end of this lecture students will be able to (when preparing for quizzes and exam study these questions):
 - Define Organisational Psychology ¹
 - Describe the history of Organisational Psychology ²
 - Define job analysis, job description, and job specification ³
 - Discuss the importance of conducting a job analysis ⁴
 - Describe how to conduct a job analysis and critically evaluate the methods (strengths and weaknesses) ⁵

What is Applied Psychology?

- The use of psychological principles and theories to overcome problems in the real world such as mental health, business management, product design etc.
- This unit of study will focus on:
 1. Organisational psychology
 2. Consumer psychology
 3. Forensic psychology
 4. Health psychology

What is Organisational Psychology? ¹

- Industrial/Organisational (I/O) Psychology: The study of behaviour in work settings and the application of psychology principles to change work behaviour.

Topics covered in organisational psychology are: basic personnel functions, recruitment, employment selection, training, job satisfaction, motivation, decrease job stress, relationships between employees and supervisor, how environmental conditions impact employee's psychology.

History of Organisational Psychology ²

The Beginnings (Early 20th Century)

- Walter Dill Scott – first organisational psychologist
 - First to apply psychology to advertising, employee selection, and management issues
 - Wrote The Theory and Practice of Advertising (1903)
- Hugo Munsterburg - early organisational psychologist and first forensic psychologist
 - Advocated the use of psychological tests in selection – using employee traits to match job

World War I and the Testing Movement – early organisational psychology focused on recruitments

- U.S. Army commissioned psychologists to devise two intelligence tests for the placement of Army recruits.
- After the war, the tests were adapted for civilian use and new ones were designed for a variety of situations.

The Hawthorne Studies and Motivational Issues

- In 1927, management wanted to boost productivity in the Hawthorne plant of Western Electric Company – the Hawthorne Electric Company wanted to see if different levels of illumination would affect worker performance
- Study: placed workers in test rooms and increased illumination levels for some workers
- Results: productivity increased in both rooms

- Made other changes – increased rest breaks/coffee breaks, used dimmer lights, providing free lunch, shorter work days, overtime payment
- Results: productivity levels always increased! – this was explained as a result of being observed
- Hawthorne Effect: The classic Hawthorne studies apparently showed that worker productivity was increased by the attention paid to the workers (Mayo, 1933).
- BUT recent research has debunked the classic Hawthorne studies (Kompier, 2006) – the methodology was unreliable

World War II

- Psychologists called to improve selection and placement of military personnel - ergonomics
- The increase in complexity of the machinery, sparked the development of human factors psychology

Later Developments in Organisational Psychology

- Dramatic growth in field corresponding with growth in U.S. business and technical enterprise
- New technologies meant that employees needed training programs
- Organisational issues also assumed greater importance (e.g., human relations skills, leadership, decision making)

What is a Job Analysis, Job Description and Job Specification? ³

- Job analysis: The procedure for determining the duties and skill requirements of a job and the kind of person who should be hired for it.
- The information obtained is then used for developing job descriptions (a list of what the job entails) and job specifications (a list of a job's human requirements, or what kind of people to hire for the job).

Why Conduct a Job Analysis? ⁴

Job analysis is conducted to:



- provide information for other areas of psychology
- inform whether certain people can be hired for a position
- appraise performance, give promotions
- evaluate the salary and wage for the job in terms of the danger, amount of education and responsibility involved
- determine the training requirements
- inform whether vocational counselling, safety procedures and staff planning are required

Main Steps in a Job Analysis Project ⁵

1. Identify purpose - what are the main objectives
2. Who to include* - the more included the better, but not everyone
3. What methods to choose* - several methods to consider each with pros and cons
4. Communicate the project – clearly so that the staff are aware of why the psychologist is there
5. Collect all relevant materials
6. Analyse the job
7. Write up and integrate the data
8. Review
9. Feedback outcomes – take on board the participants' feedbacks

Sources of Job Information

- Subject Matter Experts (SME, i.e., person who has direct, up-to-date experience with the job for a long enough time to be familiar with all of its tasks)

1. The job incumbent – the person who does the job themselves
2. The supervisor – those who manage the job incumbents
3. Trained job analyst – have an overarching look

- In general, incumbents and supervisors are the best sources of descriptive job information, and job analysts are better qualified for comparisons among a set of jobs

Methods to Collect Job Analysis Information

1. Review written materials
 2. Standardised measures
 3. Job participation
 4. Interviews
 5. Job diaries/Activity logs
 6. Observations*
 7. Survey questionnaires*
 8. Focus groups*
- } Triangulation

Multiple methods are preferred, but select the most appropriate for the purpose

1. Review Written Materials

- a. E.g., previous job descriptions, O*NET
- b. Existing material should always be checked to ensure that it is contemporary and relevant

2. Standardised Measures

- a. E.g., Position Analysis Questionnaire (PAQ): Questionnaire that analyses various jobs in terms of job elements to determine which job the target job resembles

3. Job Participation

- ▶ **STRENGTH:** A job analyst performs a particular job or job operation to get a first-hand understanding of how the job is performed and this gives a better appreciation for what the job actually entails.
- ▶ **WEAKNESS:** Certain jobs cannot be participated in e.g. surgeon, and so analyst is not exposed to every aspect for these jobs

4. Interviews

- ▶ **STRENGTH:** Asks SMEs about the major duties of the position; the education, experience and skill required; the physical and mental demands etc and so can obtain this information
- ▶ **WEAKNESS:** Accounts may be biased, so job analysts may want to interview a number of different SMEs

5. Job Diaries/Activity Logs

Job incumbents record their daily activities in a diary.

- ▶ **STRENGTH:** Provides a detailed account of the worker's job including time spent on tasks
- ▶ **WEAKNESS:** Can be disruptive to work, time consuming, biased

Case Study Example - Frontline Police Officer Job Analysis

- Purpose: to identify the "inherent requirements" (inherent requirements is a legal term that means performed on the job by everyone and is a fundamental part of the job which if removed makes it a different job e.g. removing firefighting from the job changes the firefighter job to something else) of frontline policing
- When defending a claim, employers must draw on objective and current evidence regarding essential aspects of the role

6. Observations

- Purpose: Validate previous police job descriptions & enable researchers to better understand nature of the job
- Participants: Almost 300 hours spent observing 36 frontline police officers (9 female, 27 male) from rural and metropolitan areas, every 50 minutes the tasks observed were ticked off a checklist
- Strengths
 - Provides detailed information about job
 - Observer can learn about culture and jargon
- Considerations